

Permanent Supportive Housing Narrative (Required of all PSH applicants)

- a. Describe the type of centralized/coordinated entry being utilized in your Region (e.g. single point of contact, hotline etc.) and the role your project plays in its implementation. Include in your description: the method of client contact (e.g. in person, 211 etc.); the hours of the day that individuals may access the system; and how your project coordinates within the Region to provide a coherent and accessible system for people in crisis.

Portage County PSH & Trumbull County PSH

Given the significant differences in geography, demography, and services provided throughout Region 5, intake is coordinated at multiple locations throughout the region. Refer to the Region 5 Uniform Diversion Policy included at the end of this document for more detail.

To ensure the broadest access to housing assistance services, Region 5 offers a variety of methods for clients to gain information and request services, adhering to the No Wrong Door policy. Individuals and families can enter the system through phone contact with a variety of providers (including housing providers, eviction/foreclosure service providers, and substance abuse treatment or mental health providers), through local hotlines, or through a 2-1-1 call. Service can also be initiated through in-person contact with these providers, with an outreach worker, or as part of a jail/prison discharge process.

Portage County has a decentralized, no wrong door approach. A high level of service coordination exists in the county. A person can access service to Family and Community Services homeless programs by phone through Miller Community House 24 hours a day, 7 days a week or by phone and in-person through Housing and Emergency Support Services, weekdays from 9 am -5pm. Individuals can walk in or call to schedule an appointment anytime Monday through Friday, 8 am to 5 pm at Coleman Professional Services. Forms can also be emailed at any time.

Individuals in Trumbull County may access centralized intake 24 hours a day by calling 211. If assessment determines that emergency shelter is needed immediately, individuals are referred to Christy House, the emergency shelter or Someplace Safe, the domestic violence shelter. Individuals, using the “no wrong door” approach may contact any agency such as Mental Health, Transitional and Permanent Supportive Housing and HCRP providers during regular business hours where their housing needs will be assessed and immediate referral to the appropriate housing resource will be made. Forms can also be emailed at any time.

Beacon House

The Jefferson County Coalition on Housing & Homelessness operates within Region 6 of the Homelessness and Supportive Housing Program of the Ohio Department of Development Services. As a part of the Coordinated Assessment System, which has been endorsed by our local COC, individuals can enter the program based off of a referral from any social service agency in the county. The local COC recognizes that the Beacon House is the designated engagement center for those who are homeless in Jefferson County. The outreach worker for the Beacon House takes the lead and meets with the individual and often the referral source to determine program eligibility, history of homelessness and work on a plan to link the individual to needed community resources. Our services can be accessed by calling our local 211 system or by calling our 24 hour crisis hotline service.

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- b. Explain how your program aligns with the goal of ending chronic homelessness. Refer to local Point-in-Time count data as well as other current local data for the number of chronically homeless persons in your community. Explain whether the project will serve chronically homeless individuals and/or families. Indicate how beds will be targeted or designated for chronically homeless individuals and/or families. If beds are not targeted or designated please explain why.

Overall Coleman is committed to ending homelessness for all counties in which we serve. Coleman has historically aligned our organization with targeting individuals who have experienced chronic homelessness in their lives and has helped to identify the needs of the chronically homeless by securing additional funding specific for this population through Shelter Plus Care Vouchers.

Portage County PSH

Coleman Professional Services' Supportive Housing Program provides for adults in Portage County, age 18 years or older, who experience a severe and persistent mental illness and who are homeless. Participants of the Supportive Housing Program receive mental health services through Coleman and typically have limited work experience, a history of evictions, and/or have a clinical record of multiple hospitalizations or admissions to the Crisis Unit because of a chronic mental illness.

The 2016 Portage County Point-in-Time count found 52 individuals on the streets. There are currently 56 individuals with SPMI on Coleman's housing waiting list. Our program serves the homeless, including those who are chronically homeless. All beds are targeted to serve homeless single males and females and households with children. Going forward, an increasing number of beds will be specifically designated for chronically homeless individuals. While in our supported living program these clients are taught skills to be able to maintain housing and be able to live independently upon leaving supportive services.

Trumbull County PSH

The Supportive Housing Program operated by Coleman Professional Services in Trumbull County provides safe and affordable housing for males aged 18 years and over. Participants of the program receive mental health services through Coleman, or other local behavioral health agencies, and typically have experienced unstable/limited work history, evictions, incarcerations, and multiple physical/mental hospitalizations. Within the continued expected outcome of ending homeless, our program serves the homeless, including those who are categorized as chronically homeless. All beds are targeted to serve homeless single males aged 18 years or older. It is projected that at least one bed will be dedicated to those that are chronically homeless in the new grant period and moving forward, an increased number of beds will be designated for these individuals.

Persons to be served in the project in Trumbull County will be single homeless males, 18 years or older, who have a severe and persistent mental health and/or substance use disorder and are at or below 35% median income for Trumbull County.

The 2015 Trumbull local Point In Time reflects that we served 11 households with 6 coming from emergency shelters, 4 from places not meant for human habitation and 1 coming from a jail/prison setting. Upon entry all 11 were found to have a severe and persistent mental illness, 6 that experienced

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alcohol or other drug abuse, 1 with a physical disability, and 2 that were victims of domestic violence. Coleman continues to experience an increase in chronically homeless individuals within Trumbull County and are working to serve these individuals. We provided two chronically homeless individuals with housing vouchers within the Supporting Housing project in 2015.

Beacon House

The Beacon House provides housing for individuals who are chronically homeless, disabled, and are challenged by a serious and persistent mental illness. These individuals lack a fixed regular and adequate nighttime residence and due to their disability often find it very difficult to secure housing. The project will prioritize beds for the chronically homeless as defined by HUD. If there are multiple unsheltered chronically homeless persons identified, the chronically homeless person with the longest history of homelessness, most severe needs, and lack of connection to any current services provider will be the first prioritized. The needs will be documented by proof of disability or other assessment instruments utilized by the provider. . No other provider of housing is in the community with staff trained to work with this target population. Our 2015 PIT data reflects that Jefferson County continues to make advancements towards eliminating homelessness in our community. In 2015 61 persons were counted as homeless, which is a slight decrease from 2014 which was counted at 66.

- c. Describe how the agency verifies that persons served by the program are homeless, have a disability and at or below 35 percent of Area Median Income upon entry into the program.

Portage County PSH

Homelessness is confirmed either by obtaining a letter from the referring agency or by a letter from an outreach worker who has observed the homeless status of the participant. Disability is verified either by obtaining a copy of the person's Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) award letter or by obtaining a signed statement from their doctor, psychiatrist, or Advance Practice Nurse who verifies that the person experiences a disabling condition. Income (SSI/SSDI, employment, Temporary Assistance for Needy Families) is verified from the source upon intake into the program and then annually thereafter.

Trumbull County PSH

Individuals will have to provide verification of homelessness through a statement from the homeless shelter, the domestic violence shelter, the Warren Family Mission, or a statement from their case manager on company letterhead that the referred person is living on the streets or in a place not meant for human habitation. Persons referred to the program will have to provide verification of their income through a statement from social security, wage verification, or a statement of "no income" that would have to be verified by a case manager or the Department of Job and Family Services.

Beacon House

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- d. Describe the project's target population and why persons are appropriate for permanent supportive housing, Provide data demonstrating that the project targets homeless persons with disabilities including mental illness, chemical dependency, AIDS/HIV related diseases, or serious permanent physical disabilities.

Homelessness and health concerns often go hand in hand. An acute behavioral health issue, such as an episode of psychosis, may lead to homelessness, and homelessness itself can exacerbate chronic medical conditions or lead to debilitating substance abuse problems.

People living in shelters are more than twice as likely to have a disability, according to the Department of Housing and Urban Development. Many people experiencing homelessness have also experienced trauma, either resulting from homelessness or in some way leading to it. Behavioral health issues and trauma are found disproportionately among unaccompanied youth who are homeless.

The extent of health conditions and disability should be considered when designing effective, efficient strategies to end homelessness. For chronically homeless people, permanent supportive housing provides stable housing coupled with supportive services as needed – a cost-effective solution to homelessness for those with the most severe health, mental health, and substance abuse challenges.

Portage County PSH

Of the 57 adults served in 2015, 46 came from an emergency shelter, 10 came from places not meant for human habitation, and 1 came from transitional housing for homeless persons. 56 of the adults were without children and 1 adult had 2 children. All 57 adults have been diagnosed with a mental illness. In addition, 2 have been diagnosed with alcohol abuse, 1 with drug abuse, 2 with chronic health conditions, 4 with developmental disabilities, 4 with physical disabilities and 5 have experienced domestic violence. Of the 59 individuals served by our Portage PSH, 56 individuals stayed in our permanent supportive housing with 10 of them staying over one year, 8 staying 2-3 years, 5 staying 4-5 years, and 27 staying over 5 years. Of those that left, the median length of stay was 2,220 days. ■

Trumbull County PSH

Providing permanent supportive housing to individuals is one major way to combat the battle of those that are homeless also suffering from severe physical and mental conditions. All participants that enter the program have severe and persistent mental illness and many times also have other conditions that impact their functioning. In 2015 out of the 11 individuals served, 3 had at least one physical and/or mental health condition, while 8 had 2 or more conditions. Additionally out of these 11 individuals 8 stayed in the program for 180 days or more. Out of the three that exited the program in the year of 2015, 2 left for permanent destinations and earned income and one reporting residing with friends.

Beacon House

The Beacon House in calendar year 2015 served 15 persons with 100% of the admissions coming from an emergency shelter and 100% being diagnosed with a mental illness. 30% of those person served also were diagnosed with a substance use disorder. 66% of those persons served had an additional significant health condition. The average length of stay for those that exited was 387 days, all of which left for a permanent housing destination.

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- e. Describe the program's strategy and programming for ensuring that households remain in their housing or move to other appropriate permanent housing. Include a description of the services offered with an emphasis on case referral/coordination.

Portage County PSH

Coleman Professional Services provides a variety of housing options and supportive service options to best meet the needs of persons with severe and persistent mental illness in Portage County. Coleman provides our residents with stable, affordable housing that we own and operate. Our group home is staffed 24 hours a day and has seven apartment style bedrooms. We offer 4 supportive living sites that house 30 individuals who live more independently. All together our group homes and supportive sites employ 18 individuals and one live in technician. These staff members are trained in motivational interviewing and work with clients teaching them skills to be able to live independently. Coleman offers permanent one, two and three bedroom apartments to individuals with severe and persistent mental illness that are homeless.

Our Portage PSH has components to help ensure that individuals either remain in their housing or exit the program to obtain and maintain other permanent housing. Services include: Case Management, Housing Resources and Placement, Employment Services, Psychiatry, Psychotherapy, and Crisis Intervention Services. Case management services focus on the coordination of care, access to resources, transportation, benefits, health care and referrals and linkages to other agencies and services in the community.

Housing resources and placement assistance are provided at the time of the initial assessment. Persons who are eligible for the home will be referred by their service provider and a formal assessment for admission will be completed by the Housing Specialist. The Housing Specialist will also assist with any other housing resources the potential resident can access for the security deposit, obtaining furnishings, food, linens, etc.

Case Managers will refer residents for employment services through Coleman's vocational program. Coleman's employment services personnel works with individuals whose mental condition allows for some level of employment. Coleman case managers assist with monitoring numerous issues that allow persons with severe and persistent mental illness to remain integrated in the community, including an individual's ability to maintain a monthly income source, take prescribed medications, and care for their activities of daily living.

Trumbull County PSH

Residents participating in the Trumbull County PSH live in a home that is owned and operated by Coleman Professional Services. Coleman purchased a large, abandoned home near our office building in the City of Warren through Neighborhood Stabilization Funds. Eight (8) adult males share the home, known as Washington House, which has 8 bedrooms, a staff office, and 3 bathrooms. There is a shared kitchen, dining room, living room, and reading area along with a large front porch and laundry facilities.

Located in the downtown area of the City of Warren, Washington House is 2 blocks from the Department of Job and Family Services, within walking distance of the Social Security Office, Valley Counseling Services, Community Solutions Association (the Trumbull County Substance Abuse provider) the Warren Public Library, a corner store, a grocery store, and several churches and restaurants.

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Residents sign a standard tenant landlord lease. Coleman Professional Services will ensure that persons will remain in their housing through the provision and coordination of clinical services as well as the many previously mentioned housing resources implemented by Coleman.

Coleman will be providing linkage to the following services at our Trumbull PSH: Case Management, Individual and Group Counseling, Housing Resources and Placement, Employment Services, Psychiatry, Psychotherapy, and Crisis Intervention Services.

Case management services focus on the coordination of care, access to resources, transportation, benefits, health care and referrals and linkages to other agencies and services in the community. Housing resources and placement assistance are provided at the time of the initial assessment. Persons who are eligible for the home will be referred by their service provider and a formal assessment for admission will be completed by the Housing Specialist. The Housing Specialist will also assist with any other housing resources the potential resident can access for the security deposit, obtaining furnishings, food, linens, etc.

Case Managers will refer residents for employment services through the Bureau of Vocational Rehabilitation or the Ohio Department of Disabilities. Coleman employs a staff person in the Trumbull office for this position, which can provide funds to pay for employment services such as job development and job coaching. Case managers can also independently assist with employment by assisting residents with locating and applying for potential employment positions.

Psychiatric Services may be provided by Coleman or Valley Counseling and involve medication management and reduction of mental health symptoms. Psychotherapy may be provided by Coleman or Valley Counseling and is the provision of 1:1 therapy or group sessions that can help the participants with their symptoms and socialization. Crisis Intervention Services are provided by Coleman on a 24 hour basis and involve information and referral, crisis support via phone or face to face contact and assessment for hospitalization.

Coleman will work with peer recovery supporters to provide engaging and meaningful activities and communication with residents. These staff will be stationed at the house to provide monitoring and support. At times psycho-educational groups and leisure activities will be provided on site as a means to increasing the men's ability to lead well balanced stable lifestyles. The groups will be based off the nationally known WRAP model developed by Mary Ellen Copeland. The WRAP program is a self-designed prevention program that focuses upon giving individuals the skills needed to get well and stay well. The core interventions of the model are wellness toolboxes, daily maintenance plans, and identifying triggers. The key program concepts include hope, personal responsibility, education, self-advocacy, and support.

For persons who are in need of substance abuse services, they will be referred to Community Solutions Association for further treatment.

Residents will have access to the Mental Health Technicians seven days a week for up to eight (8) hours a day. The Mental Health Tech position has been used effectively in other Coleman owned units where a non-clinical level of support is needed. The Mental Health Tech is primarily responsible for safety, cleanliness, compliance with house rules, maintenance issues, and tenant disputes.

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Beacon House

The philosophy of service delivery at the Beacon House can best be described as a supportive approach. Staff is available to provide services to meet the resident's individual needs, twenty-four (24) hours a day, on-site at the facility. House Monitors are trained to understand and implement the housing first principles that provide a rapid exit from homelessness, voluntary participation in supportive services and life skills and other activities that are focused on assisting the resident in find permanent supportive housing upon discharge from the program.

During the orientation phase, each resident will have the opportunity to review a menu of services available to him or her, both on site and in the community. Although we highly encourage residents to participate in services, it is not a condition of tenancy. Services that the Beacon House provides is listed on the menu as follows:

- One time Moving Cost
- Case Management
- Outreach Services
- Education Services
- Food and Meal Preparation Assistance
- Life Skills Training
- Outpatient Health Services
- Transportation

If the resident is agreeable, the program staff will refer them for any outside community support service they request. This program provides them with an individual case manager who can focus on the coordination of care, access to resources, transportation, benefits, health care and referrals to other agencies and services in the community. Our overall purpose is to train our house monitors to be flexible and meet the diverse needs of our target population. As the needs of our residents change, so will our menu of services. The needs of the residents are reviewed at least every 6 months and are updated annually. Informal surveys are done with residents in order to determine needs that current services are not addressing and may need to be developed in the future. When a resident chooses to move, the CPST staff in collaboration with our housing specialist will assist the resident in finding safe, affordable, accessible and acceptable housing.

f. Provide a detailed response to the following Housing First questions:

- Describe how the project applies Housing First principles and minimizes barriers to entry into the program.
- Explain whether any of the following are a condition for entry into the program: sobriety, the completion of a drug test, minimum income level, or employment.
- Describe the reasons, if any, for denying household entry into the program, including the lack of state issue identification, background check, etc.
- Describe how supportive services are voluntary, tailored to the client's needs and are housing focused.
- Explain why a person would be discharged from the project and how the project works to avoid discharging residents prior to attaining permanent housing. Specify whether the program uses harm reduction as an alternative to discharge in cases of inebriation.

Coleman Professional Services shares the National Alliance to End Homelessness' view that Housing First programs include these critical elements:

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- A focus on helping individuals and families access and sustain permanent rental housing as quickly as possible without time limits
- A variety of services delivered to promote housing stability and individual well-being on an as-needed basis; and
- A standard lease agreement to housing – as opposed to mandated therapy or services compliance

Further:

- Admission/tenant screening and selection practices promote the acceptance of applicants regardless of their sobriety or use of substances, completion of treatment, and participation in services.
- Applicants are seldom rejected on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that indicate a lack of “housing readiness.”
- Our housing accepts referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response system frequented by vulnerable people experiencing homelessness.
- Supportive services emphasize engagement and problem-solving over therapeutic goals. Services plans are highly tenant-driven without predetermined goals. Participation in services or program compliance is not a condition of permanent supportive housing tenancy.
- Coleman practices harm reduction as an alternative to discharge in cases of inebriation.

Portage County PSH

Coleman’s Portage County PSH has been using the Housing First model for approximately 17 years. We pay for the security deposit and first month’s rent to help the client get off the street. We then wrap services around the individual as needed. We provide case management to help the family or individual obtain furniture, food, clothing, and whatever necessities will be needed.

With regard to best practices, Portage County implemented motivational interviewing at all supported living homes. All residential staff and case managers have all been trained in motivational interviewing. Our approach is one of collaboration and building the relationship with the client. Residential staff members are trained in Trauma informed care. As a result, staff are able to see the different types of trauma the clients have experienced in their lives, can support and better understand the client, and can help clients work through and cope with past trauma.

Trumbull County PSH

Coleman’s Trumbull PSH has adhered to the Housing First principles since the conception of the Washington House program. We have incorporated the service delivery model from the Housing First approach to ensure that housing needs and immediacy of supportive services are addressed. We strive to contact the referring party or the potential applicant within 24 hours of a completed referral. With the cross-functional team approach, adhering to the Housing First model, we strive to assist with placement or secure additional resources for our applicants within 72 hours of contact.

Coleman has incorporated best practices at all of our supportive living homes. Currently Peer Recovery Supporters are employed as the mental health technicians, as a way to tap into the practice of seeing positive outcomes with individuals when encouraged and supported by others that are further along in their recovery. Our clinical staff has also been trained in Trauma Informed care to assist the men with further exploration regarding past and current traumatic experiences.

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Beacon House

The Beacon House has been in operation since 2006 and has adopted and implemented the Housing First Approach, with our homeless population. Our program targets single adults who have a severe and persistent mental illness and are chronically homeless for a variety of reasons and circumstances. The Beacon House Safe Haven is supervised 24 hours a day, 7 days a week and offers a Drop Inn Center component for engagement activities. At the Beacon House, all applicants are screened for admission criteria and interviewed by property management. All approved applicants sign an individual lease for their own apartment, and can stay in the placement for as long as they desire to make it their home. On many occasions we have had tenants up and leave without notice to management, but we do not give away their apartment immediately. We hold their apartment for at least thirty days to see if they may return on their own, which has occurred several times and is common with this very difficult population we serve. Each of our new tenants develop a housing retention plan with staff which is individually tailored with resources and services that will help them maintain their housing and accomplish their recovery goals. As part of our design as a safe haven, supportive services are offered to each of the residents, but the residents, are not required to participate in the offered services. These services include case management, employment, transportation, social recreational, and counseling.

In addition to these supportive services, our Drop Inn Center is the gathering center in the community for outreach and engagement of our homeless population. The program has a full time outreach worker that is dedicated to identifying, assessing and referring the homeless to all appropriate housing and human services resources in our community. The outreach worker visits the local shelter daily, as well as our jail, hospitals and the streets when necessary.

- g. Explain how your request for funds is reasonable based on need, request per housing unit, etc. Agencies requesting more funds from OCD than they received in the past must demonstrate an increased need for Homeless Program funds based on program expansion, increased utilization of the program, etc. Applicants for programs that have not previously been funded under this activity by OCD should contact OCD at (614) 466- 2285 for guidance in determining an appropriate request amount.

Portage County PSH

Coleman Professional Services is asking for no increase in funds for Portage County, compared to the 2010 Homeless Assistance Grant application. Historically, Coleman Professional Services has met its commitments for the number of persons and households assisted through the Permanent Supportive Housing program and anticipates it will meet or exceed its proposed performance commitments for the FY 2012 Homeless Assistance Grant Program period.

Trumbull County PSH

Washington House is now only serving single males that are 18 years or older. Due to many resources already being available for women and women and children, Coleman decided to focus on this population. Coleman is requesting a continuation of funds in order to be able to continue to meet staffing needs, pay for all necessary costs of living for residents, and maintain the ability to provide this secure housing location. Coleman is also implementing an incentive program to help the residents focus positively on daily tasks for which they are responsible. The incentives will be based on specific interests of each resident and may include basic gift cards, art supplies, hygiene items, and gas cards.

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Beacon House

Coleman Professional Services is asking for no increase in funds for The Beacon House Safe Haven 2 year request. This is the first two year application that has been submitted by Coleman as the operating agency for the Beacon House. The Beacon House continues to fill a gap in our current continuum of care for homeless single adults with severe and persistent mental illness in our community. Coleman Professional Services anticipates it will meet or exceed its proposed performance commitments for the FY 2016 Homeless Assistance Grant Program period.

- h. Based on the data entered in the PSH Details – Historical tab in OCEAN, explain reasons in which the project did not meet the appropriate Continuum’s (entitlement or Ohio Balance of State) performance targets and describe specific actions being taken to improve performance.

Portage County PSH

Portage County PSH met the Continuum’s performance targets.

Trumbull County PSH

For the year of 2015, Coleman Trumbull PSH was slightly under the performance target goal for receipt of non-cash benefits and employment and income growth. In regards to both of these goals it was found that there was difficulty in coordinating the award of non-cash benefits and referring individuals to employment due to a lack of consistent follow through on the part of the individuals.

Out of the three individuals that exited the program, 2 had non-cash benefits while the other possessed none. As mentioned above the lack of follow through on the part on the other individual that exited the program lead to an inability of services providers to ensure the individual had proper mental insurance and other needed non-cash benefits. In the future services providers and other staff will engage with individuals more in hopes of maintaining positive therapeutic relationship that will allow for benefits to be attained. Additionally in order to increase Coleman’s outcomes with employment and income growth, on site groups will be held to educate residents on importance and benefits of becoming employed, case managers will assist them with finding and applying to potential employers, and other employees will continuously access and communicate ways that income can be increased to residents.

Beacon House

Coleman’s Beacon House project in Jefferson County did meet expected requirements for the project performance measures as stated in the COC guidelines. The Project was ranked 6th in the state with 121 points.